

Customer Access

**Software
Technical
Support
Program**



An

Introduction

To

Customer

Access

MSI welcomes you as a new customer!

Regardless of which product you have purchased, we want to extend the best service and support possible. We realize that your initial purchase of our product is the beginning of a relationship, one that we want to nurture and maintain over the years. To that end we offer our **Customer Access** support program.

Enrollment is automatic when your product registration card is received

Please be sure to fill out and send your registration card to us right away. Your name and contact information will be entered into our database, allowing you to take full advantage of **Customer Access** when you need it. We will respond to your first contact for support even if your card has not yet been received, but for additional support, we require your card to be on file.

Printed just inside the front cover of your product manual is your personal registration number. This number identifies the product and is assigned to you alone. You may want to make note of it here for reference if you need to contact us for support.

Personal Registration Number: _____

We hope the product manual will contain the answers to most of your questions. If you're still stumped after checking the appropriate sections, **Customer Access** offers various methods to contact us. Technical support is only a phone call away.

BBS Support

You may first want to call our WILDCAT! BBS Support System at 805-873-2400. You can also Telnet to bbs.mustang.com, or FTP to ftp.mustang.com. Feel free to look around, download any files on the system that may be of use to you, or leave a public message in the appropriate area if you need a question answered. This method of obtaining support is especially good if you want expert guidance regarding the more advanced features from MSI staff and other callers.

Your name is not pre-entered before your first call to the BBS, but you will be extended full access if you have your registration number handy and follow the instructions on-screen.

CompuServe

Another alternative is CompuServe where we are a part of the PC Vendor Support Forum. You reach us by typing GO PCVENA and then selecting SubTopic 9.

Technical

Support

For

MSI

Products

GEne

You can also find us on GEne, the online service from General Electric. Go to the MUSTANG RoundTable with the command MOVE 680.

America Online

MSI's support section on America Online is called MUSTANG and can be reached with the keyword MUSTANG.

Internet

You can reach MSI Technical Support directly by addressing your internet messages to support@mustang.com. The BBS is available on the net at bbs.mustang.com.

Voice Support

If you are unable to find the answer to a question or just need a quick explanation, please give us a voice call between 9:00am and 5:00pm PST. You can reach technical support at (805) 873-2550. We must, however, limit tech calls to those problems not resolved after reading the manual. Technical support is not (and should not be) a substitute for the manual.

The fastest way to speak to a tech support specialist is to call the main support number, where your call will be answered by the first available agent.

The normal hold time when all agents are busy is less than 4 minutes, but we recognize that some customers prefer not to wait. We have established a special telephone number for those customers.

This number will only ring when a support agent is available to answer the call immediately. The number is (805) 873-2551. Keep in mind however that this number is likely to be busy during periods of highest demand, which occur in the mornings and during lunchtime.

Platinum Customer Access subscribers have additional support options. For more information, see the back page of this booklet.

Questions Other Than Technical Support

If you have questions related to shipping or other areas handled by our office staff you should contact us at 805-873-2500. Our office personnel can help with changes to your registration information and handle all non-support questions regarding our product line.

We also have a toll-free number for questions regarding new product purchases or updates, just call 1-800-999-9619. Our mailing address is Mustang Software, Inc., P.O. Box 2264, Bakersfield, CA 93303.

Platinum

Customer

Access

Program

What is *Platinum Customer Access*?

Platinum Customer Access is a special priority support program. Yearly subscribers to Platinum Customer Access are provided with a priority support phone number and their calls are handled by specially trained staff. Even during the busiest times Platinum Access calls are handled almost immediately. In the unlikely event that all Platinum Support Specialists are busy with other Platinum customers you can be assured that your hold time will be less than 4 minutes. At that time we will record your callback message and a Platinum Specialist will return your call within 2 hours.

How do I get *Platinum Customer Access*?

Platinum Access is a yearly subscription support plan. Purchasers of our Wildcat! MultiLine Platinum BBS program are automatically enrolled for the first year after purchase, provided the product registration card has been returned to MSI. Renewals and subscriptions are available at \$199 and expire one year after purchase. Platinum Access and support services are linked to a specific registration number and can be used only for that product and its support programs

How do I use *Platinum Customer Access*?

Once enrolled in Platinum Customer Access you will receive a Platinum Access instruction card with the private Platinum Access phone number. As long as your subscription is current you are eligible to call the Platinum 'hotline' to get answers to your support questions. All you need when you call is your product registration number. Its fast and easy!